

# Accessing Addiction & Mental Health Programs and Services

## VERY IMPORTANT

- AHS Helplines are staffed by Addiction & Mental Health professionals and provide information & referrals to Addiction or Mental Health programs and services.
- When you seek Addiction & Mental Health services or support, the AHS Addiction and Mental Health Access lines are the easiest way to get connected to local community services.
  - The AHS Access lines can help with direct connection to AHS and non-AHS services to best meet your need(s) in your region.
- When someone has high risk and/or urgent needs, emergency health care may be recommended and sometimes put into action. Each helpline access point has qualified staff to ensure the right level of care is made available to you or arranged if someone is in crisis.

### AHS Addiction & Mental Health Helplines & Access Lines

When to call	What to expect	How to connect
If you need general health services information	<ul style="list-style-type: none"> <li>• Immediate support from a health information and referral professional</li> </ul>	<b>AHS HealthLink 811</b> <ul style="list-style-type: none"> <li>• Province-wide toll free</li> <li>• Available 24/7</li> </ul>
If you need to speak with someone about mental health now	<ul style="list-style-type: none"> <li>• Immediate support from a mental health professional</li> <li>• Answers to questions about mental health, services available and/or referral for services</li> </ul>	<b>Mental Health Helpline 1-877-303-2642</b> <ul style="list-style-type: none"> <li>• Province-wide toll free</li> <li>• Available 24/7</li> </ul>
If you need to speak with someone about addiction now	<ul style="list-style-type: none"> <li>• Immediate support from professional addiction staff</li> <li>• To receive more information about addiction services or a referral for services</li> </ul>	<b>Addiction Helpline 1-866-332-2322</b> <ul style="list-style-type: none"> <li>• Province-wide toll free</li> <li>• Available 24/7</li> </ul>
If you need immediate help with an opioid addiction	<ul style="list-style-type: none"> <li>• Immediate support from professional specialized addiction staff</li> <li>• To receive more information about addiction services or a referral for services</li> </ul>	<b>Opioid Helpline 1-844-383-7688</b> <ul style="list-style-type: none"> <li>• Virtual Opioid Dependency Program</li> <li>• Province-wide toll free</li> <li>• Available 8am-8pm</li> </ul>
To request access to a local community addiction and mental health services	<ul style="list-style-type: none"> <li>• Services are staffed by caring, competent AMH clinicians</li> <li>• Staff will conduct a brief screening and assessment to determine the best service to meet someone's needs</li> <li>• Staff will make a referral to a local community addiction or mental health clinician or another community service</li> </ul>	<b>Access lines for Local Services</b> <ul style="list-style-type: none"> <li>• Edmonton &amp; area: 780-424-2424 (Available 24/7)</li> <li>• Calgary &amp; area: 403-943-1500 (Available Mon-Fri, 8-5pm)</li> <li>• North, South, Central or Rural Alberta: 1-888-594-0211 (available Mon-Fri, 8:30-4:30pm)</li> </ul>

### Mental Health Services

Support Available	When to call	What to expect	How to connect
Mental Health Therapists <ul style="list-style-type: none"> <li>• Social Workers</li> <li>• Psychologists</li> <li>• Psychiatric Nurses</li> <li>• Registered Nurses</li> <li>• Occupational Therapists</li> </ul>	When you are concerned about your ability to cope with daily life or about symptoms you are experiencing	<ul style="list-style-type: none"> <li>• Complete an assessment and help to develop a treatment plan that include goals for the care that someone will receive</li> <li>• Receive referrals to community agencies to help address other concerns in other life areas that are impacted (finances, housing, physical health)</li> <li>• Receive referrals to other AHS services or programs (other health services, psychiatry)</li> </ul>	Local AHS clinics (Helpline/Access line in your area will assist you)  Initial intake appointments are typically in-person but can be offered by Zoom, Telehealth or telephone

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Specialist Mental Health Services			
Support Available	When to call	What to expect	How to connect
Psychiatrist	Your doctor or therapist will refer you to a psychiatrist if your symptoms are severe and further specialized care is needed	Psychiatrists are specialized doctors who treat severe mental health illness or substance use disorders. They are typically accessed in hospitals (mental health units or emergency rooms) or for specialized visits arranged by your doctor	Your doctor or therapist will refer you to a psychiatrist and an appointment will be made on your behalf. The wait may be lengthy depending on the reason for visit and location in the province
Other Addiction & Mental Health Resources			
Support Available	When to access	What to expect	How to connect
Text4Hope Daily Messaging Support	When you'd like to receive daily texts of hopeful messages & helpful advice	Subscribers receive daily text messages of advice and encouragement helpful in developing healthy personal coping skills and resiliency	Text the word "Open2change" to 393939 to subscribe
TogetherAll Online portal	When you want to connect online to other people who may be having similar struggles	Anonymous, free, online peer-to-peer support in a secure & welcoming environment, monitored by mental health professionals	<a href="http://www.togetherall.com">http://www.togetherall.com</a>
Addiction Services			
Support Available	When to access	What to expect	How to connect
Community Addiction Counsellor	Concerned about your own use  Concerned about some else's use (child, parent, partner, employee, friend)	<ul style="list-style-type: none"> <li>To complete an assessment and develop a treatment plan that meets the person's goals</li> <li>Referrals to community agencies for other services that could provide support with other needs (i.e.: finances, housing, physical health)</li> <li>Referrals to other AHS services or programs (i.e.: residential addiction treatment, other health services, psychiatry)</li> </ul>	Local AHS Addiction Services (Helplines/Access line in your area will assist with this)
Detoxification Services	When social or medical supports are needed to quit using or gambling	<ul style="list-style-type: none"> <li>3-7 days of medical and social support to assist in withdrawing from substances or to stop gambling</li> <li>Planning for next steps in the recovery journey</li> </ul>	Local Detox Sites (Helplines/Access line in your area will assist with this)
Residential Addiction Treatment	When community services are not enough to help you make the changes needed	<ul style="list-style-type: none"> <li>Minimum of 7 days of sobriety before starting treatment</li> <li>20 to 42 day live-in programs</li> <li>Participate in group counselling, individual sessions, recreation, self-help groups, develop relapse prevention plan</li> </ul>	Helpline/Access line in your area will assist and direct you to Residential Addiction Programs near you
Virtual Opioid Dependency Program (VODP)	When you want to stop opioid use and you need support	<ul style="list-style-type: none"> <li>Assessment to determine the right supports for your situation</li> <li>Receive a prescription and first dose</li> <li>Referral to community physician to support recovery longer term (when available)</li> </ul>	1-844-383-7688 <ul style="list-style-type: none"> <li>If you are moving to Alberta and cannot access the toll free line please call 403-783-7688</li> </ul>

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Indigenous Mental Health Support (Non-AHS)			
Support Available	When to call	What to expect	How to connect
First Nations and Inuit Hope for Wellness Helpline	When you need immediate culturally safe mental health counseling and crisis intervention	The Hope for Wellness Help Line offers immediate mental health counselling and crisis intervention to all Indigenous peoples across Canada. Telephone or chat online in English, French, Cree, Ojibway and Inuktitut	1-855-242-3310 Toll-free & available 24/7  Online chat: <a href="http://www.hopeforwellness.ca/">www.hopeforwellness.ca/</a>
Indian Residential School Survivors and Family Supports (IRSSS) Crisis Line	Available for those experiencing pain or distress as a result of Residential school trauma	IRSSS is available to provide physical, emotional, intellectual, spiritual growth, development, and healing through culturally based values and guiding principles for Survivors, Families, and Communities	1-800-721-0066 Toll-free & available 24/7
NIHB-Funded Counseling for Status Indigenous Persons	When you are concerned about your ability to cope with daily life or the symptoms you are experiencing	Each registered Indigenous Person is eligible for 22 sessions of counseling every 12 months. Non-Insured Health Benefits (NIHB) provides a list of approved Social Workers, Psychologists, Psych nurses etc. Transportation may be provided if it is needed/required.	To confirm NIHB eligibility, call 1-800-232-7301  Sessions can be in-person, telephone, virtual/video, family session or groups
Other Supports & Resources (Non-AHS)			
Support available	When to call	What to expect	Ways to connect
Alberta 211	When you need help finding social supports & resources	211 agents are trained volunteers with a vast database who help to connect you to the service you need: <ul style="list-style-type: none"> <li>• Distress Line: someone to talk to – 211 agent will support or connect you directly</li> <li>• Connection to community supports</li> <li>• Linkage to social supports</li> <li>• Community information &amp; resources</li> </ul>	Call 211 from any phone in Alberta Toll-free & available 24/7
Crisis Text Line	When you are experiencing a crisis but prefer to talk by text	Immediate crisis support via text messaging	Text the word "CONNECT" to 741741 to open a conversation
Kids Help Phone	When you are under 18 and want to talk to someone	Access to Mental Health support and information, crisis support and access to professional counselling as needed	1-800-668-6868 Toll-free & available 24/7  Text the word "TALK" to 686868 to open a conversation